

CGB

Connector

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CGB Notes

by K. Dane Snowden, Chief, CGB

In this issue of the *Connector*, you will see how CGB continues to take on added responsibilities and continues to branch out to address new concerns and reach new groups.

A matter of particular significance recently was the first meeting of the newly-chartered Consumer Advisory Committee (CAC). CAC is a Federal Advisory Committee that makes recommendations to the Commission regarding consumer issues, including access by persons with disabilities.

In fact, an important part of CGB's work is in the area of disability rights. An article in this issue discusses recent activities in this area, including the publication of a comprehensive, easy to read "*504 Programs and Activities Accessibility Handbook*" which provides guidelines, information, and procedures for Commission personnel to ensure that the FCC is accessible to individuals with disabilities. Section 504 of the Rehabilitation Act of 1973 provides for non-discrimination on the basis of disability in the programs and activities.

At the same time as the Commission adopted the *Handbook*, it updated its accessibility rules for people with disabilities. We have posted our *Section 504 Programs and Activities Accessibility Handbook*, at www.fcc.gov/cgb/dro/section_504.html. This issue also includes a profile of Helen Chang, the FCC's first Section 504 officer.

In addition to the *Handbook*, you have probably seen other CGB publications, like the racks of Consumer Fact Sheets and Consumer Alerts around the Commission, or our brochure explaining ways in which the military can call home inexpensively while protecting our democracy overseas. These and other publications are all produced by the Consumer Publications Branch (CPB) of CGB, the group we are highlighting in this issue of the *Connector*.

Now that we're in the vacation season, this issue discusses Personal Radio Services, or PRS. PRS offers the means of keeping in touch over short distances without having to use a cell phone, such as during a family outing.

Our Reaching Out section includes information on the first of what will be a series of media briefings I will be doing to keep the press apprised of our activities, since they can be of great help in getting the word out on consumer issues.

All in all, I think you'll find that CGB has been very active this quarter in promoting consumer interests. As always, we welcome any questions or ideas you may have about our initiatives. I hope you enjoy this issue of the *Connector* – let us know what you think.

A dark blue oval containing white text that provides information on how to find more details about the Consumer & Governmental Affairs Bureau and its website.

For more information about the
Consumer & Governmental Affairs Bureau,
visit our Web site at:
www.fcc.gov/cgb



Helen Chang
FCC 504 Officer

Helen joined the FCC in 2001 as the Commission's first Section 504 Officer. In that position, she coordinates efforts to ensure that people with disabilities can access all programs and activities of the Commission. She also serves as one of the FCC's staff interpreters. Prior to accepting her position with the FCC, Helen was the sole proprietor of an interpreting business providing sign language interpreting services in the DC area for more than 11 years. In total, she has been involved with the disability community for about 20 years, including five years as the head of the Public Service Department at Gallaudet University Library. (Gallaudet is a leading university for students who are deaf and hard of hearing.) Her current focus on disability access is a "third career," melding her previous work in library and information services with her interpreting/disability background.

Helen grew up in West Chester, Pa., a college town about 45 minutes outside Philadelphia. She attended Penn State University where she majored in English and played for Penn State's women's field hockey and lacrosse teams. She went on to earn a master's degree in Library Science from the University of Michigan and then continued her academic pursuits at the University of North Carolina at Chapel Hill where she completed all but the dissertation for a Ph.D. in Library Science.

Update of Disability Access Rules - Accessibility Handbook

In March the Commission updated its accessibility rules. These rules require that all programs and activities be accessible to people with disabilities. The *Section 504 Programs and Activities Accessibility Handbook*, which was adopted at the same time, is the jewel in the crown of the new 504 rules, providing guidelines, information, and procedures to ensure that the Commission is accessible to individuals with disabilities. It is an excellent resource which the FCC is making available to all meeting planners, in and outside of government, to help ensure accessibility for their events.

The *Handbook* includes information topics such as:

- Disability awareness and etiquette
- Disability rights legislation
- FCC accessibility procedures
- Commission points of contact for disability issues
- Boilerplate language for release of documents and public notices
- Processes for assuring that meetings are accessible.

It is posted on the FCC website at: http://www.fcc.gov/cgb/dro/section_504.html and is available in a variety of formats.

In addition to the *Handbook*, the Commission also:

- Updated language used in FCC rules to match language used in current statutes;
- Addressed filing and signature formats for documents submitted by people with disabilities using alternative formats, for example, braille, sign language, and audio files;
- Added the *Section 504 Programs and Activities Accessibility Handbook* to the rule as a guide for Commission staff implementing Section 504 responsibilities;
- Required a self-evaluation to be conducted every three years, including an opportunity for public comment on the accessibility of our programs and activities as required by Section 504; and
- Noted that requests for accommodations can best be filled if requested at least five days in advance.

For sign language interpreters, CART, and other reasonable accommodations, call 202-418-0530 (voice), 202-418-0432 (tty) or send an e-mail to fcc504@fcc.gov. For accessible format materials (Braille, large print, electronic files, and audio format) call 202-418-0531 (voice), 202-418-7365 (tty).

Consumer Publications Branch

Have you ever wondered what office produces all of the Fact Sheets, Consumer Alerts and information brochures and booklets that you see in distribution racks in various places around the Commission? It's the Consumer Publications Branch (CPB) of the Consumer & Governmental Affairs Bureau.

CPB currently manages close to 100 Consumer Fact Sheets, Consumer Alerts, brochures and booklets on topics ranging from the Amber Alert to unintentional calls to 911, from wireless phones to how the military can call home inexpensively while deployed overseas.

The Fact Sheets inform and educate consumers on many different telecommunications issues. The Consumer Alerts provide information on current "hot" topics, like scams of which consumers should be aware. The brochures and booklets are often used as outreach tools to specific consumer groups, for instance low income consumers who can benefit from specific programs (The Get Connected Brochure) and military families (The Military Calling Home Brochure).

The CPB staff is always eager to hear from folks throughout the agency with ideas about issues the Commission should bring to the attention of the public through Consumer Alerts, Consumer Fact Sheets or another kind of publication. They also are happy to receive feedback about their publications. Next time you pass by one of these racks, pick up a few and let them know what you think!

The publications are all available on the CGB Web site at www.fcc.gov/cgb/information_directory.html.

A list of all CGB's consumer fact sheets and alerts is included as an insert in this issue.



Marlene Jackson
Graphics Designer

Marlene Jackson is a 19-year employee with the Federal Communications Commission. She began her career with the FCC in 1984 as a Public Service Specialist in the Denver Field Office. She later transferred to the Baltimore Field Office.

Presently Marlene serves as the Consumer Publications Branch's principal graphic designer. In this capacity, she graphically designs electronic slide presentations, newsletters, fact sheets, alerts, pamphlets, brochures, books, logos, flyers, posters, displays, and a variety of other consumer outreach materials, including the *Connector*.

Marlene is recent graduate from University of Baltimore, where she received her Master of Arts degrees in Graphics Design.

As an Adjunct Faculty Instructor at The Community College of Baltimore County, Marlene instructs graphics design courses for students seeking an AA degree in Computer Graphics.

FACT SHEETS

CABLE

- Cable Signal Leakage
- Record Retention & Subscriber Privacy
- Subscriber Signal Quality Standards
- How To Prevent Viewing Objectionable TV Programs

INTERNET

- Children's Internet Protection Act
- IP Relay Service
- High Speed Internet Access - "Broadband"

RADIO

- Radio Call In or "Open Mike" Programs
- Low Power FM Radio (LPFM)

SATELLITE DISHES

- Satellite Home Viewer Improvement Act of 1999
- Consumer-Owned Satellite Dishes and Other Antennas

TELEPHONES

- Cramming
- Pre-Paid Phone Cards
- Inmate Telephone Service
- Calls Made From Payphones
- Section 255—Telecommunications Access for People with Disabilities
- Telecommunications Relay Services
- Telephone Interference
- Understanding Your Phone Bill – Charges, Changes and Contacts
- Get Connected: Promoting Telephone Subscribership In Indian Country
- The FCC's Universal Service Program for Low-Income Consumers
- The FCC's Universal Service Program for Rural Health Care Providers
- The FCC's Universal Service Program for Schools and Libraries
- The FCC's Universal Service Support Mechanisms
- Universal Service Fund Increases: What Every Consumer Should Know

- When Your Telephone Is Switched Without Your Permission—"Slamming"
- Your New Relationship with Your Phone Company – "Detariffing"
- Keeping Your Phone Number When You Change Your Service
- Unwanted Faxes: What You Can Do
- Hearing Aid Compatibility Compliance for Telephone Equipment
- Charges On Your Phone Bill
- 900 Number Pay-Per Call and Other Information Services
- Access Charge Reform
- Hang Up On High Public/Pay Phone Rates
- Unwanted Telephone Marketing Calls
- Call and Other Information Services
- What Is A Toll-Free Number and How Does It Work?
- Caller ID
- Get Connected: Afford-A-Phone FAQs
- Payphone Relay Service
- 2-1-1 Directs Consumers Through the Health and Human Services Maze

TELEVISION

- Complaints About Broadcast Journalism
- Cancellation, Rescheduling or Refusal of TV Programs
- Accessibility of Emergency Video Programming to Persons with Hearing and Visual Disabilities
- Closed Captioning
- Complaints about Broadcast Advertising
- Video Description
- The V-Chip
- Public Television in the Digital Age
- The FCC and Freedom of Speech
- Children's Educational Television
- Digital Television (DTV)

For a copy of
CGB's consumer fact sheets, alerts,
and other consumer publications,
visit our Web site at:
[www.fcc.gov/cgb/
information_directory](http://www.fcc.gov/cgb/information_directory)

FACT SHEETS (Cont)

WIRELESS

- Human Exposure to Radiofrequency Fields From Mobile (Vehicle-Mounted) Antennas
- Human Exposure to Radiofrequency Fields-Guidelines for Cellular & PCS Cell Sites
- Interference
- Mobile Phones and Health Concerns
- Wireless 911 Services

MISCELLANEOUS

- Religious Broadcasting Rumor Denied
- The Emergency Alert System
- Obscene and Indecent Broadcasts
- About The FCC
- Communicating During Emergencies
- Broadcasting Contests, Lotteries and Solicitation of Funds
- Got A Gripe? Filing a Complaint with the FCC is Easy
- Broadcast and Cable EEO Rules and Policies
- Broadcast Ownership En Banc Hearing (Backgrounder)
- FCC's Review of the Broadcast Ownership Rules
- How to Comment
- Broadcasting False Information
- Program Background Noise & Loud Commercials
- Homeland Security Council Contacts
- Homeland Security Emergency Communications
- Homeland Security Enhanced 911
- Homeland Security Media Security
- Homeland Security Network Reliability
- Homeland Partnerships
- Homeland Policy Council Overview
- Homeland Security Spectrum Issues

ALERTS

INTERNET

- Unauthorized Equipment Sold on Internet and in Publications
- Internet Modem Switch Scam

RADIO

- Beware of Low Power FM Radio Scams

TELEPHONE

- Don't Fall for the 90# Telephone Scam
- 809 Phone Scam-Beware
- Five Things Consumers Should Know about Detariffing
- Mexico Collect Call Scam
- New "Single Bill" Fees on Phone Bills
- Predictive Dialing: Silence on the Other End of the Line
- What Your Telephone Company Knows About You (And Controlling How They Use It)
- Careless Dialing Could Cost You Money ("Fat Finger Dialing")
- Beware of Telemarketing Scam
- When Your Wireline Telephone Company Files for Bankruptcy
- Call Splashing
- FCC Establishes National Do-Not-Call Registry (TCPA)

WIRELESS

- Cell Phone Fraud
- Use of TTY Devices with Digital Wireless Phones
- Surcharges for International Calls to Wireless Phones
- Accidental 9-1-1 Calls from Wireless Phones Pose Risk to Public Safety
- FCC Acts to Promote Accessibility of Digital Wireless Phones to Individuals with Hearing Disabilities

MISCELLANEOUS

- The Amber Plan
- FCC Takes Action Against "Whipsawing" in the Philippines

CGB Reaching Out

CGB Participates in Utility Expo For District of Columbia Consumers



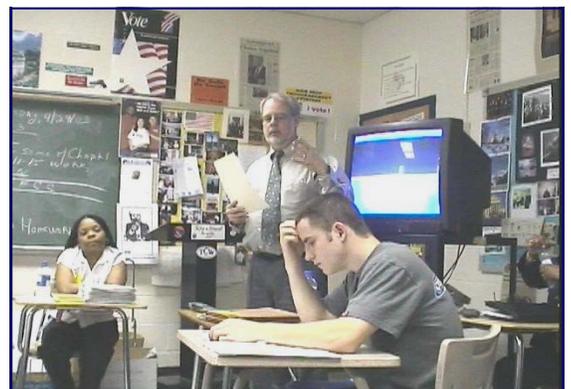
On Thursday, April 24, CGB staff participated in a Utility Expo sponsored by the DC Office of the People's Counsel. The Expo was held on the Kellogg Center located on the campus of Gallaudet University in the District. CGB staff provided information to District of Columbia consumers about wireline and wireless telephone issues

CGB Participates in Public Service Recognition Week on Mall

From May 2 through 5 the FCC joined dozens of other government agencies, and the military, in celebrating Public Service Recognition Week (PSRW). PSRW honors the men and women who serve America in federal, state and local government agencies. PSRW also demonstrates the personal rewards of public service to young people and showcases career opportunities in government. The FCC's booth, staffed by CGB, provided information to help consumers make informed choices in telecom goods and services. It has been observed on the first Monday through Sunday in May since 1985.

CGB Staff Launches School's Project With Visit To T.C. Williams H.S. in Alexandria, VA

Recognizing that young people are consumers too, CGB on April 29, launched its Schools Project with a visit to T.C. Williams High School in Alexandria, VA. CGB staff instructed students in two advanced placement government classes about the purpose of the FCC and how rules are made. Students were shown a video clip of a Commission meeting so that they could see how Commission meetings are conducted. The students then conducted their own "Commission meeting" with students playing the part of the Chairman and Commissioners. CGB staff will be visiting various high schools around the region on an on-going basis in a continuing effort to educate young people about the FCC.



CGB staffers Kelly Jones and Dan Rumelt run mock FCC meeting. Jones, etc

CGB Reaching Out

Bureau Chief K. Dane Snowden Launches Series of Quarterly Media Briefings



Chief of Staff June Taylor, Chief K. Dane Snowden, Deputy Bureau Chiefs, Thomas Wyatt and Margaret Egler brief reporters at first quarterly media session.

In March, Bureau Chief Dane Snowden held the first of what will be a series of media briefings to meet informally with members of the press to discuss the various issues before the bureau. Reporters attending represented daily newspapers, wire services and trade publications.

Dane gave an explanation the role of CGB within the FCC, what CGB does, and some of the major issues before CGB, including telemarketing issues, slamming and Indian affairs. He highlighted the fact that the number of slamming complaints resolved by CGB increased 750% from 2001 to 2002.

The reporters asked about a variety of issues including slamming, telemarketing, the complaints process, and wireless telephony on Indian lands.

In response to reporters' questions, Dane also discussed the differences between the jurisdictions of the FTC and FCC in telemarketing matters and the law requiring the FTC and FCC to work together to craft a national do-not-call list.

FCC's Consumer Advisory Committee Held First Meeting Under New Charter

On April 25, 2003, the FCC's Consumer Advisory Committee (CAC) held the first meeting under its new Charter. Consisting of 35 representatives from many constituencies, the CAC makes recommendations to the Commission regarding consumer issues within the Commission's jurisdiction. The CAC facilitates the participation of consumers including persons with disabilities, those living in underserved areas, and Native Americans, in proceedings before the Commission.

The meeting addressed issues currently before the Commission. These issues included: consumer protection and education, access by persons with disabilities, impact on consumers of new and emerging technologies, and the implementation of Commission rules and consumer participation in the rulemaking process. The CAC also discussed the establishment of working groups and subcommittees that will facilitate its work during its two year term.

For more information about the
Consumer & Governmental Affairs Bureau,
visit our Web site at:
www.fcc.gov/cgb



Keeping in Touch via Personal Radio Service

Are you planning to go camping this summer, or hiking in the woods? Or maybe you're just going shopping at the mall and your teenager wants to hang-out at the arcade while you shop for shoes at a store. No matter where you go, you may still want to keep in touch with family and friends. No, we're not talking about using your cell phone to communicate. We're talking about keeping in touch by using one of the Personal Radio Services. These services provide short-range, low power radio for personal communications, radio signaling, and business communications not provided in other wireless services. Two such services are the Family Radio Service (FRS) and the General Mobile Radio Service (GMRS).

Family Radio Service (FRS)

The FRS has a range of one mile and may be used by families and friends to communicate within a neighborhood or on group outings.

The FRS can be operated anywhere in the United States and the Caribbean and Pacific Insular areas. No license is required for this service. You may operate a FRS unit wherever the FCC regulates radio communications, as long as you use only an unmodified FCC certified FRS unit. Such units have an identifying label placed on them by the manufacturer. There are no age or citizenship requirements to operate a FRS unit.

General Mobil Radio Service (GMRS)

The GMRS is a land-mobile radio service used for short-distance two-way communications among family members. Family members may communicate among themselves within their residence or during recreational outings such as camping or hiking. An FCC license is required for GMRS systems. The license is renewable every five years. Licensees are responsible for the proper operations of the GMRS system at all times.

To learn more about FRS and GMRS, or other Personal Radio Services, contact the FCC's Consumer Center at 1-888-CALL-FCC; TTY: 1-888-TELL-FCC; or e-mail us at fccinfo@fcc.gov.



CONTACT US

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**Federal
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**Consumer &
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From Left to Right:

Stacey Mesa,
Wynnie Anderson,
Sharlene Lofty
and Marlene Jackson